

TEACHERS' PENSIONS TEAM

NORTHERN IRELAND TEACHERS' PENSION SCHEME

COMPLAINTS



DEPARTMENT OF EDUCATION

TEACHERS' PENSIONS

Internal Dispute Resolution Procedures

As a member or dependant of a former member of the NI Teachers' Pension Scheme you have the right to have a decision made by the Department of Education, Teachers' Pensions, in respect of entitlement to benefits under the scheme, reviewed under the Occupational Pension Schemes (Internal Dispute Resolution Procedures) (Consequential and Miscellaneous Amendments) Regulations (Northern Ireland) 2008 (S.R. 2008 No. 116). The code of practice 'Dispute Resolution – reasonable periods' (no.11) can be viewed on the Pensions Regulator Website at:

www.thepensionsregulator.gov.uk/codes/code-dispute-resolution

Section 50 of the Pensions (Northern Ireland) Order 1995, provides that occupational pension schemes must have 2 formal stages for dealing with complaints. This leaflet explains Teachers' Pensions Branch's Internal Dispute Resolution (IDR) procedures.

Stage 1 Review

Under Stage 1 of the procedures you have the right to a written explanation of a decision in respect of your entitlement to benefits under the scheme. Your case will be reviewed in detail by a senior supervisor.

Stage 2 Review

If you are not satisfied with the Stage 1 decision and still feel that you have a valid complaint you can apply for a further review by the Manager of the Scheme.

An application for a Stage 2 review must be made within 6 months of the date of the Stage 1 decision.

Applying for Stage 1 and 2 Review

Applications must be made in writing and signed by you or someone you have authorised to act on your behalf.

The application should be sent to the IDR Officer (*the address is at the end of this leaflet*) and contain the following information.

- your full name, address, date of birth and teacher's reference number (TR No) (*this will be shown on any correspondence*)

you have received from this Branch);

- details of the decision you disagree with and why.

Decisions on Stage 1 and 2 Applications

Except for existing transition cases under the 2008 Regulations, Teachers Pensions will make a decision within 4 months of the receipt of your application. You will be issued with a written decision within 15 working days of the date of the decision. If it is not possible to give a decision within that time, you will receive an interim reply explaining why there is a delay and when you can expect a full reply.

A decision under the IDR procedures will state whether the decision under dispute has been replaced and if so to what extent. It will also include reference to any legislation and Scheme Rules which have been relied upon.

The Pensions Advisory Service

If you remain dissatisfied with the decision on your case you may seek the help of The Pensions Advisory Service (TPAS). TPAS is available to assist members and beneficiaries of occupational pension schemes in connection with difficulties which they have been unable to resolve

with the administration or manager of their scheme. TPAS is located at 11 Belgrave Road, London SW1V 1RB. For further information please go to their website at:

www.pensionsadvisoryservice.org.uk

Pensions Ombudsman

If TPAS is unable to resolve the problem, you can approach the Pensions Ombudsman.

The Ombudsman has the power to investigate and determine complaints or disputes of fact or law in relation to occupational pension schemes. The Ombudsman can investigate any complaint alleging injustice as a result of maladministration or questions of act and questions of law.

The Ombudsman will expect you to have used our IDR procedures and sought the help of TPAS before he will investigate any complaint himself. For further information please go to their website at:

www.pensions-ombudsman.org.uk

Jurisdiction of the Pensions Ombudsman

There is some confusion at present as to the role of the Pensions Ombudsman in

dealing with complaints about benefits from the NITPS. The manager of NITPS reserves the right to appeal against the jurisdiction of the Pensions Ombudsman in relation to such complaints.

Contact Information

General Enquiries:

Department of Education
Teachers' Pay & Pensions Team
Waterside House
75 Duke Street
Londonderry
BT47 6FP
Telephone: 028 7131 9000
Fax: 028 7131 9291

Complaints under the IDR Procedures:

The IDR Officer
Department of Education
Teachers' Pay & Pensions Team
Waterside House
75 Duke Street
Londonderry BT47 6FP
Telephone: 028 7131 9028
Fax: 028 7131 9291